

You have The Right To:

- Confidentiality.
- Know refusal to participate will not affect eligibility for Medicaid or Home and Community Based Services.
- Be informed of research information being gathered.
- Voluntary participation in MFP Grant Services.
- Provide consent to accept MFP services.
- Provide consent to participate in the research component of the MFP project.
- Be aware of the risk of receiving certain services.
- Be informed of the full range of services that are available.
- Be aware of any restrictions on amount, duration, and scope of services.
- Withdraw from the project at anytime.
- After transition, 365 days of MFP Services.
- Continued Medicaid 1915(c) services after the MFP Demonstration period as long as eligibility requirements continue to be met for the program.
- Re-enroll if institutionalized for more than 30 day.
- Voice complaints and concerns.
- Appeal Decisions to Appeal Supervisor.

Access to Appeals and Protective Services

If a participant in the MFP demonstration services has a complaint or concern about services received every effort will be made to deal with the issue on an informal basis or with a referral to an advocacy group such as the ND Protection and Advocacy Office or the Long Term Care Ombudsmen.

If however the complaint cannot be resolved the MFP participant will be referred to the ND Department of Human Services Appeals Supervisor to address the complaint through the administrative appeals process.

Appeals Supervisor
Legal Advisory Unit, N.D. Department of Human Services
600 E Boulevard Avenue, Dept. 325
Bismarck, ND 58505-0250
(701) 328-2311 - Phone
(800) 472-2622 - ND Toll Free
Or email: dhslau@nd.gov

The Centers for Independent Living also offer the Client Assistance Program to address complaints related to services that are provided by their agencies other than MFP services.

North Dakota Client Assistance Program

1237 West Divide Ave Suite 3
Bismarck, ND 58501-1208
701-328-8947 - Phone
701-328-8968 - TDD
800-207-6122 - ND Toll Free
Or email: cap@state.nd.us



Protection & Advocacy Project Office

Wells Fargo Bank Building, 400 East Broadway, Suite 409
Bismarck, ND 58501-4071, Phone: 701-328-2950, Fax: 701-328-3944 or email: panda@nd.gov

Vulnerable Adult Protective Services

To contact a vulnerable adult protective service worker in your area please contact your Regional Human Service Center

Long Term Care Ombudsman Program

Services are provided by long term care ombudsmen at four of the Regional Human Service Centers. Call the State Ombudsman at 1-800-451-8693 for services in your area.

Human Service Center Contact Information:

Bismarck – 701-328-8888 or 888-328-2662
Devils Lake – 701-665-2200 or 888-607-8610
Dickinson – 701-227-7500 or 888-227-7525
Fargo – 701-298-4500 or 888-342-4900
Grand Forks – 701-795-3000 or 888-256-6742
Jamestown – 701-253-6300 or 800-260-1310
Minot – 701-857-8500 or 888-470-6968
Williston – 701-774-4600 or 800-231-7724

Reporting Suspected Child Abuse or Neglect

A person mandated to report, or any person wanting to report suspected child abuse or neglect, should contact the County Social Service Office in the county where the child is.



This document was developed under grant CFDA 93.779 from the U.S Department of Health and Human Services, Centers for Medicare & Medicaid Services. However, these contents do not necessarily represent the policy of the U.S. Department of Health and Human Services, and you should not assume endorsement by the Federal Government.

Award # 1LICMS030171/01

DN 1366 (8-08)



Your MFP Rights
